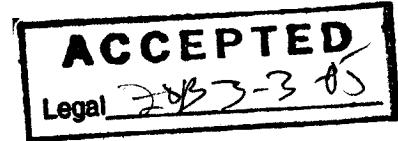
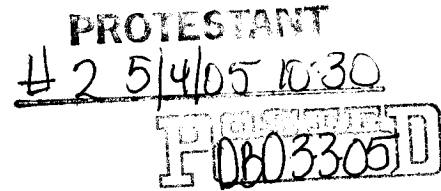


172960

March 2, 2005



Public Service Commission of South Carolina
Attn: Docketing Department
PO Drawer 11649
Columbia, SC 29211



Dear Docketing Department Manager:

Subject: Docket #2004-357-WS - Carolina Water Service

I am writing to voice my complaint against Carolina Water Service (CWS) receiving a rate increase, at this time. My decision to write this e:mail is based on the fact that the residents of Stonegate Subdivision in Richland County are not receiving quality water service from CWS. In fact, my family and I find that the water is not suitable for drinking nor for cooking. Therefore, we have the added monthly expense of purchasing bottled water for these purposes.

We also find that the water is not very suitable for other personal hygiene nor for washing clothes. The water has an odor and often is discolored. It has an oily film that settles on dishes and in the clothes causing a dingy appearance. We have complained to CWS on numerous occasions and the only remedy that they have offered is an additive to be used when washing clothes.

I feel that the amount of money being collected each month should be lowered to match the substandard service and product we are experiencing RATHER than any amount of any increase.

Thank you for reading my complaint and appeal for assistance with a better product for the families of Stonegate Subdivision.

Sincerely,

Barbara M. Bowers
105 Sutton Way
Irmo, SC 29063

RECEIVED

2005 MAR -3 AM 9:30

SC PUBLIC SERVICE
COMMISSION